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# STIC EIC 3600 Search Request Form

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SPE 3629

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Is this a Rush? YES NO

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Access # 133163

What is the focus of this search? Please include concepts, synonyms etc.

Attach a copy of the abstract, pertinent claims and your East search strategy. Thanks.

- Receive information on possible meeting locations
- rank best meeting locations based on cost analysis of holding meetings at different locations/facilities

09-21-04P02:39 RCVD

STIC Searcher \_\_\_\_\_ Phone \_\_\_\_\_  
Date picked up \_\_\_\_\_ Date completed \_\_\_\_\_



Please rewrite the paragraph on page 19, lines 8-17 as follows:

C2  
Fig. 11 is an image of the user interface through which the meeting planner enters a list of attendees and their corresponding originating locations. Browser 1100 displays the DHTML image from application server 400. The meeting planner uses map 1101 by clicking on the state that the attendee(s) originate from, and selecting the nearest office or airport to the attendees in that state. A dialog box (not shown) queries the user for the number of attendees coming from that location. Box 1102 lists the attendees selected and their originating locations. As shown, seven attendees have been entered: four from California, four from Corpus Christi, Texas, and three from Naples, Florida. The meeting planner presses the next button 1104 when all the attendees have been entered.

In the Claims:

Please rewrite Claims 25 and 26 as follows:

C3  
cont  
25. (Amended) A computer readable medium containing instructions that when executed by a processor causes the processor to evaluate a plurality of potential meeting facilities by:

receiving minimum requirements for a select meeting facility;  
transmitting the minimum requirements to an application server; and  
receiving a ranked list of meeting facilities, each facility being ranked based on all-inclusive cost-calculation corresponding to an estimated total cost of holding the meeting at the meeting facility,  
wherein the meeting facilities included in the ranked list are selected from a set of potential meeting facilities based on at least one of a preference and a geographic location.

26. (Amended) A computer system comprising:  
a processor;  
a network connection; and  
a memory, the memory including instructions that when executed by the processor evaluate a plurality of potential meeting facilities by:

03005575/9  
DIALOG(R)File 16:Gale Group PROMT(R)  
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03005575 Supplier Number: 44079623 (THIS IS THE FULLTEXT)  
Megas At A Crossroads  
Business Travel News, p1  
Sept 6, 1993  
ISSN: 8750-3670  
Language: English Record Type: Fulltext  
Document Type: Tabloid; Trade  
Word Count: 3828  
TEXT:  
BY CHERYL ROSEN

Well, who'd have thought it possible? Here we are approaching the end of the third quarter, and 1993 has brought no catastrophe for travel agencies. No Gulf War, no Fare War, no Value Pricing.

That makes this year a welcome anomaly and a time of renewed hope - particularly for the seven agencies commonly known as 'megas,' each with at least a half billion dollars in annual air sales and a volume twice as large as the next-largest competitor.

Airfares are up, and with them, agency commissions. That's good for all agencies. But also, corporate customers continue to move up from smaller agencies to the megas as they consolidate their travel purchases, both domestically and globally, under a single preferred supplier.

Still, the megas are not yet ready to break out the champagne, with a host of weighty issues facing them in both the short and long term.

Said Maritz Travel Co. president Mike Boland: 'Compared to last year, business is phenomenal. But there are still underlying issues - of downsizing, of tight corporate travel strategies and just the overall soft economy - that suggest the business still has a long way to go.'

'And I think even as the economy improves, companies are going to be quick to recall the rough days and stick with more disciplined approaches to travel management. I don't see people booking first class or tearing up travel policy. I think those days are gone forever.'

Much of the talk among the mega-agency heads mirrors that of large corporations across the country. Though the words 'Total Quality Management,' which seemed to be on everyone's lips last year, were not uttered even once during a recent round of interviews, its principles echo in this year's themes.

Part of the TQM philosophy is 'getting it right the first time,' which has been translated into automated point-of-sale systems that run quality-control checks while the customer is still on the phone. 'Continuous improvement,' another TQM tenet, has flowered into a widespread movement toward benchmarking.

Of course, there always is a new buzzword, and this year it is 're-engineering.' The job of the head of a mega-agency is to look beyond 1993 - and beyond 1994 as well. Already they are formulating long-range plans to compete in a new century, in which automation increasingly will usurp many of the roles they traditionally have played.

'Travel agencies are in the midst of a wave of technology that will increase their productivity and lower the salaries they have to pay, but will also make it possible for suppliers to go direct to their customers,' said travel agency consultant Dieter Cassel of Seattle-based BBC and Associates.

'The agency of the future is going to be a lot less in the travel business and a lot more in the consulting business. Customers will ask, 'Do you know something about interpreting my data? Can you find problems and come in and solve them?' That's what the agency of the future will do.'

Rosenbluth International president Hal Rosenbluth agreed, 'There will be some room in the next few years for large companies to buy directly from suppliers, and I'm not sure that's necessarily bad. In a way some of that is already happening. Those travel management companies that don't bring anything to the table other than the ability to take a reservation and

issue a ticket will find themselves ill-positioned for the future.'

In the meantime, Cassel said, if he were a mega-agency head, he'd begin focusing on consulting services, and getting customers used to the idea of paying for those services as they go. 'I'd rebate the entire commission to the corporation and charge for everything I do, and I'd only work with clients whose preferred vendors were the same as mine,' he said.

Even in 1993, there are hints that that is exactly the way the megas are going.

#### AMERICAN EXPRESS

Being the nation's largest agency gives American Express a certain trump card that it seems to be playing to its best advantage this year.

Increasingly, the agency is putting together programs that combine travel, corporate card, meeting and global offerings to provide the broadest possible base of services. To a customer base looking for a few good suppliers, the approach has a wide appeal.

The agency realigned this year to a flatter and more regional organizational and account-management structure, and also named a single account manager for each corporate customer. Both moves were aimed at better marshalling internal resources in response to particular customer needs and taking on a more consultative relationship with customers. Account managers are being encouraged to call in the consulting services staff, for example, to talk with travel managers about issues such as T&E policy and benchmarking, and to present specific studies to them and to their senior managers.

In the works for American Express are products that combine the booking of travel reservations with the expense-reporting arena.

'More companies are getting on the re-engineering bandwagon and looking at a bigger vision than travel alone,' said senior vice president James Yasinski. 'The definition of T&E management is broadening to include the streamlining of expense reporting.'

'Our vision is to allow people to get information and make reservations through e-mail, and on the back end to combine billing information and travel data and feed it back to the traveler on the same e-mail, allowing him to create an electronic expense report. You'll see significant pilots at large corporations in late 1993 with some electronic reservation and expense reporting.'

Another niche the agency is moving into is teleconferencing, added Mike Buckman, senior vice president and general manager for the Southern Region. 'There's a great willingness of corporations to look at new things as part of outsourcing, and increasingly they are asking to take on the scheduling of their teleconferencing, just as they call us to schedule their meetings and their travel,' he said.

Also this year, look for a new generation of PC-based Lifesight management reporting products, and an improved global reporting package that will allow for much more detailed information.

For meeting planning - an area in which American Express has invested much time, effort and money this year - the agency has developed a PC-based product that optimizes site selection by looking at attendees' points of origin, the land arrangements and the meal costs, and then producing a list of options for meeting sites ranked by cost.

In the fourth quarter, look for benchmarking reports to be made available to customers who use Amex for both travel and corporate card services.

#### CARLSON

Carlson Travel Network spent the early part of 1993 pulling together a new to management team to fill the gap left by the departures of John Riener and Chuck Schmid - a gap ably filled by returning Travel Group president Travis Tanner and Curt Carlson's daughter and heiress-apparent, Marilyn Nelson.

For this year, Tanner said, Carlson's plan includes heavy investments in technology, especially point-of-sale technology; a new focus in customer service; and the addition of 'a new office somewhere in the world every single business day of the year.'

If ever there was a product that benefits both the agency and its

customers, point-of-sale technology is it, and Carlson has been focusing on developing and distributing POS systems to its own and its customers' sites. Like the scanners at the supermarket or the barcode readers in department stores, point-of-sale systems are computer programs that speed up the checkout line - or in the case of travel agencies, the ordering of reservations over the phone.

One way the system improves the process is by automatically copying customer profile data into every new reservation, Tanner said. 'When a customer calls to book a reservation, there's often 20 different items we need to enter. In the past we'd re-enter those every time - the department number, the cost center, etc. And every time you re-enter the data, there's a chance to introduce an error.'

The ability to get the latest technology quickly is spurring another trend Carlson has been noticing and encouraging: consolidation of the travel reservation process into a single large dedicated reservation center for each client, rather than a collection of on-site or regional centers.

'There is a tremendous focus among our customers on getting costs down without negating service levels, and there has been a lot of interest in the single reservation center, the 'travel agency of the future,' ' Tanner said. 'Among our larger customers, that probably has as much momentum as any trend I've ever seen. There are a lot of things you can do from a technology perspective and a management perspective by having just one center - it's much more efficient than a bunch of offices.'

Carlson this year has changed the focus of its Account Management Group, the staff who form the link between the agency and its customers. Where in the past the group was charged primarily with handling service issues, this year it has been taking a much more active and consultative approach. 'They are proactively going in and managing the business with an eye toward cost savings, including everything from selling its co-branded credit card programs to negotiating vendor discounts,' Tanner said.

The agency is preparing the roll out two automation products in the next 90 days or so: a Windows-based graphical reporting system that allows travel managers to create their own reports at their desks; and an automated expense reporting system into which travelers can enter spending data electronically.

#### THOMAS COOK

Nine months after buying up the 50 percent of Thomas Cook Travel he didn't already own, chairman and president David Paresky called 1993 a busy year, marked by 'substantial growth - not just from airfare increases, but from new accounts.'

During this year, Thomas Cook has continued to focus on its traditional strengths - its reputation for technology and its global presence - in and increasingly technological and global marketplace.

'We see maintaining technological leadership in the industry as a goal, and have committed significant resources to research and development in all areas of automation, including back office, communications and agentless systems,' Paresky said.

While Paresky agrees with most industry watchers that there will not be real breakthroughs among travelers in the use of agentless e-mail systems this year, he nonetheless is projecting 'dramatic growth' in the technology for 1994 and is determined to develop state-of-the-art e-mail capabilities.

'E-mail provides a joint benefit to the corporation and to the agency to the degree that we can increase the productivity of the employee,' he noted. 'We have some quite exciting things in development along the e-mail line, and are confident that we understand the benefits, the costs, the difficulties and the opportunities associated with its use.'

The global area is another key to growth, Paresky believes, noting that 'The majority of our customers estimate that the greatest percent of their profits and their people in the future will be at locations outside the United States.' To meet that need, Thomas Cook customers this year will be able to use the services of Marlin Travel Group of Toronto, the largest agency in Canada, which was acquired in May by the agency's U.K.-based affiliate, Thomas Cook Group Ltd. With annual sales of \$500 million, Marlin

comprises 11 percent of the total Canadian market.

Internally, Thomas Cook has been re-engineering behind-the-scenes processes, focusing on 'efficiency and real-time accessibility.' The accounting department, for example, has gone to a team approach for handling the mountain of paperwork reservation processing entails - including things like debit memos, refunds and reports. That has enabled the agency to handle 20 percent more documents with fewer people than in the past, Paresky said.

#### ROSENBLUTH

Rosenbluth International in 1993 underwent a top-to-bottom restructuring that included its first-ever round of layoffs - about 150 in all, many of them middle managers - plus a change to a flatter organizational model.

Those changes, plus the acquisition of automated quality-control company Travelmation Corp., laid the foundation for a number of new products and services the agency will unveil in the first quarter of 1994, said Hal Rosenbluth.

In the short run, Rosenbluth may have paid a price for restructuring in terms of its image. Rumors of impending doom accompanied ex-employees of the agency as they went about seeking new jobs in the industry. Compounding this was the loss of two major partners - Nyman & Schultz AB of Sweden and the Marlin Travel Group of Toronto - from the Rosenbluth International Alliance.

But Hal Rosenbluth - and some industry watchers as well - believe the temporary pain will be offset by the edge the restructuring will provide in the final years of the 20th century and the first few of the 21st.

'The whole industry is going through a rebirth of sorts,' said Rosenbluth, including changes in 'how information is disseminated, how people procure things, how goods and services are distributed. Doing business in the 1990s is nothing like doing business in the 1980s - in fact, 1993 is nothing like 1992, and 1994 will be nothing like 1993.'

Having re-engineered its internal design, Rosenbluth next is focusing on restructuring the reservation process. The agency is 'on the cusp of being ready to announce several very exciting things' in the first quarter, to coincide with the opening of a new world headquarters in Philadelphia.

Reluctant to scoop his own story, Rosenbluth would only hint at a 'completely new way of handling reservations' based on a unique new telecommunications link and a number of new service enhancements.

Also on the drawing board is the rollout of an 'agentless' reservation system, completed in July and now in beta testing. The traveler 'goes into a PC and lets us know who he is, where he wants to go and when he needs to be there, and the system makes the reservation, taking corporate travel policy into consideration.'

On the global side, the agency is moving to forestall future defections by taking more equity positions. 'We are opening more wholly owned and joint venture offices around the world,' Rosenbluth said, 'and now have ownership positions in our agencies in England and Russia. We expect to open a couple more in the next month or so in Europe. And we're evolving from a joint venture to a 100-percent wholly owned position in Japan.'

Growing particularly fast is Rosenbluth's Russian operation, which has taken on not only travel but also translation, business and telephone services for customers.

#### USTRAVEL

USTRavel chairman and chief executive Peter Sontag is concentrating this year on three key areas: technology; improved management and information services for customers; and winning more national accounts.

That last item is being driven partly by the loss of a number of national accounts in recent months, which Sontag attributes to some degree to the agency's traditional focus on local control in local markets.

To counteract any impressions that the agency is less-well-equipped to handle national contracts than its mega-competitors, USTRavel this year formed its first-ever dedicated national accounts management and sales teams.

Sontag is a firm believer that the key to a mega-agency's success lies in its ability to provide a low-cost product. To be sure of doing everything possible to meet that goal, the agency last year spent nine months with an outside consulting firm, studying its internal processes in search of possible improvements in efficiency.

Agency president Ralph Manaker said, 'We sat with stopwatches and did time-motion studies where we diagrammed every operation, timing each step - the number of information-only calls, the cost of those calls, the number of ticket changes, the cost of ticket delivery - so we could understand how to re-engineer the work flow and make the best use of automation.'

'A lot of the changes we are making are invisible to the client. For example, if a client declines the lowest fare we offer, the agent is supposed to include a reason code. We found that at peak periods - like Monday and Friday, our busiest days - our agents would say, 'I'm too busy to do that now, I'll do it later,' and then forget. At the end of the month (when it came time to fill out customer reports), they would have to go back to the files and reconstruct all the fares on the date in question. Now, an automated system notifies agents of what records need to be finished before they go home at the end of each day.'

Another key improvement in terms of agent productivity is an internally developed system that translates data from the language of one CRS to that of another, allowing an agent 'to enter it as if it were Sabre, and have the box transfer it into PARS.'

Developed for USTravel's Seattle-based 24-hour emergency center, which has all the different CRSs, the system slashes expenses by negating the need to train agents on many systems, and by circumventing the high salaries agents skilled on multiple systems can command. And, said Sontag, the system 'will allow us to spend less time training people on technical keystrokes, and more time training them in customer service.'

More visible to corporate customers will be two new automation products - an agentless e-mail reservation system and Reprise On-site, version of the Reprise reporting package that will sit on travel managers' desks, allowing them to pull together reports at will. Both products are currently in beta testing, USTravel said.

#### MARITZ

Maritz Travel Co. has been concentrating this year on the global arena, through its Internet international alliance, and on meetings and incentives, the traditional focus of parent company Maritz Inc.

While acknowledging that the number of truly global accounts remains small, president Mike Boland still sees the international market as a growth area. However, Internet has focused its efforts on the immediate needs of the more-prevalent companies that are trying to consolidate on regional bases in Europe or Asia. Last month, the group added a new level of vice presidents specifically responsible for the Americas, Europe and Asia, rather than having all decisions funnel to Maritz headquarters.

On the horizon, Boland predicted, is the idea of taking international consolidations to their next logical step by consolidating the reservation process into a single dedicated global reservation center with a multilingual staff.

'It's the logical next uptick from a national consolidation,' Boland said. 'It's not going to be overnight and it's not going to be simplistic, but there could be key countries where it could work. In the U.K., for example, where you don't have a language problem, there's a potential for lower costs, and you've got the time-zone difference to flatten out the peaks and valleys of call demand from travelers.'

'It's not inconceivable that you could have a \$10 million U.K. division calling into a U.S. reservation center, with tickets being delivered in the U.K. The leverage of the lower cost of service and the ability to have all the global deals in one central point and through one single CRS is certainly there - and I think the day is not too far away.'

International travelers already have seen some service improvements this year, as Internet introduced a 24-hour emergency center where agents have access to a wide variety of CRSs and can 'quickly recognize the traveler at any Internet location around the world.'

Those services will be put to the test in 1994 as Maritz and its Internet partners gear up to move 12-15,000 employees and guests of major meeting and incentive clients from around the world to Los Angeles for the World Cup soccer championships. Maritz will operate an on-site travel center at the games.

Internally, Maritz Inc. is investing 'several million dollars this year and several million next' in building an across-the-board data communications network that will provide all personnel with on-line access to a single internal database. 'That will give a reservation agent in White Plains, N.Y., access to the same database as a cruise negotiator in Fenton, Mo., and will give us the ability to broadcast information in a real-time environment about a particular buying opportunity,' Boland said.

In a highly competitive and price-sensitive environment like the current one, Boland added, 'you need to be able to say, 'Here's a better opportunity than our hotel directory or our negotiated airfare deal.' In this almost frenzied market, you can't just say, 'I got my deal on Jan. 1 and I'm going to ride that baby until December.' '

#### IVI

To IVI Travel Inc. president Walter Freedman, the core issues of 1993 are the issues not of the travel industry, but of American industry in general: globalization, outsourcing, reengineering, and information needs. The agency has initiated a number of programs in the past few months designed to address those issues.

On the global front, IVI this year instituted 24-hour emergency service numbers in countries around the world, so travelers can get help whenever they need it, in their own language. 'While technology is important, we also need high-touch applications,' said Tom Lacny, senior vice president of marketing and industry relations. 'We are seeing a marked increase in international travel, and our customers want more information than ever before.'

They also want data, so this spring the agency and its international alliance, Business Travel International, introduced a global reporting package based on IVI's PC Compass system. It consolidates back-office data from all BTI member agencies, and provides reports, including country-by-country spending breakdowns, in the currency of the customer's choice. While IVI says it currently has only 10 global accounts, Freedman expects that number to accelerate rapidly.

Another major initiative this year was the development of a client-specific automated hotel program. The program involves 'engineering and negotiating a tailor-made hotel program for our customers, and putting it on their internal e-mail so they can make an informed choice and book a reservation without an agent being involved,' said Freedman.

Internally, IVI this summer kicked off a major management initiative called Project 2000, to 'prepare right now for the 21st Century, using our own people and outside consultants to make sure we're building the systems that will take us into the next century.' While declining to share specific details at this point, Freedman said the agency is looking at using automation 'to make implementation more efficient, to review charges, to reconcile accounts and to work with ARC data.'

Another focus will be on the corporate meetings and incentives side, which Lacny called 'the fastest-growing facet of our business, both in terms of dollars and people.'

In general, Freedman said, the corporate trend toward outsourcing - which he estimates is under consideration at 100 percent of his corporate customers - bodes well for the future of the mega-agencies.

'Corporate America has an absolute hunger to be more productive, to reengineer their business and make quantum leaps in efficiency and effectiveness,' he said.

'There is an increased involvement in looking at their core competencies and at what they need to do themselves, and many companies don't consider travel management or meetings management as a core competency. So we're here to provide those services for them.'

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Pg 6



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INDUSTRY NAMES: BUSN (Any type of business); TRVL (Travel and  
Hospitality)

| Set  | Items                              | Description  |
|------|------------------------------------|--|
| S1   | 93                                 | AU=(BINGHAM G? OR BINGHAM, G?)                                     |
| S2   | 855874                             | EVENT? ? OR MEETING? OR CONFERENC? OR SEMINAR? OR LECTURE?         |
| S3   | 5879                               | S2(4N) (LOCATION? OR SITE? ? OR VENUE? ? OR FACILIT???)            |
| S4   | 2342121                            | IMPORTAN? OR PRIOR? OR PREFER? OR RANK? OR RATE? ? OR RATI-<br>NG? |
| S5   | 885427                             | COST??? OR CHEAP? OR EXPENSIVE?                                    |
| S6   | 119                                | S3(4N) (SELECT? OR CHOOS? OR CHOSE OR PICK?)                       |
| S7   | 136                                | S3(15N)S5  |
| S8   | 20                                 | S7 AND S4  |
| S9   | 20                                 | S6 AND (S4 OR S5)  |
| S10  | 32                                 | (S8 OR S9) NOT PY>1999   |
| S11  | 31                                 | RD (unique items)  |
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| File | 475:Wall Street Journal Abs        | 1973-2004/Sep 21<br>(c) 2004 The New York Times                    |
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| File | 256:TecInfoSource                  | 82-2004/Jul<br>(c)2004 Info.Sources Inc                            |

| Set | Items   | Description   |
|-----|---------|---|
| S1  | 41      | AU=(BINGHAM G? OR BINGHAM, G?)  |
| S2  | 646439  | EVENT? ? OR ACTIVIT? OR MEETING? OR ENGAGEMENT? OR CONFERE-<br>NC? OR SEMINAR? OR LECTUR? |
| S3  | 716952  | LOCATION? OR SITE? ? OR VENUE? ? OR FACILIT???  |
| S4  | 2022879 | IMPORTAN? OR PRIOR? OR PREFER? OR RANK? OR RATE? ? OR RATI-<br>NG?                        |
| S5  | 995189  | COST? OR CHEAP? OR EXPENSIVE?   |
| S6  | 5098    | S2(5N)S3  |
| S7  | 105     | S6(10N)S4   |
| S8  | 6       | S7 AND S5   |
| S9  | 54      | S6(4N)S4  |
| S10 | 34      | S6(10N)S5   |
| S11 | 88      | S8:S10  |
| S12 | 14      | S11 AND IC=G06F-017/60  |

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File 344:Chinese Patents Abs Aug 1985-2004/May

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File 347:JAPIO Nov 1976-2004/May(Updated 040903)

(c) 2004 JPO & JAPIO

File 350:Derwent WPIX 1963-2004/UD,UM &UP=200460

(c) 2004 Thomson Derwent

File 371:French Patents 1961-2002/BOPI 200209

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| Set | Items   | Description  |
|-----|---------|--|
| S1  | 28      | AU=(BINGHAM G? OR BINGHAM, G?)                                     |
| S2  | 447708  | EVENT? ? OR MEETING? OR CONFERENC? OR SEMINAR? OR LECTURE?         |
| S3  | 734666  | LOCATION? OR SITE? ? OR VENUE? ? OR FACILIT???                     |
| S4  | 1480935 | IMPORTAN? OR PRIOR? OR PREFER? OR RANK? OR RATE? ? OR RATI-<br>NG? |
| S5  | 526236  | COST? OR CHEAP? OR EXPENSIVE?                                      |
| S6  | 6961    | S2(3N)S3   |
| S7  | 410     | S6(10N)S4  |
| S8  | 27      | S7(S)S5  |
| S9  | 64      | S6(6N)S5   |
| S10 | 83      | S8 OR S9   |
| S11 | 13      | S10 AND IC=G06F-017/60   |

File 348:EUROPEAN PATENTS 1978-2004/Sep W02  
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03529574      Supplier Number: 44948731 (USE FORMAT 7 FOR FULLTEXT)  
**Carlson Wagonlit Rolls Out Negotiated Rates Directory**  
Business Travel News, pA3  
August 29, 1994  
Language: English      Record Type: Fulltext  
Document Type: Tabloid; Trade  
Word Count: 716

...      at the same properties through the agency's transient program. In addition, clients can get **cost analyses** of various **meeting sites**, including both air and hotel costs, within 48 hours of request.  
Pursuing the goal of...

17/3,K/71      (Item 20 from file: 16)  
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**Individual Software Ships Training Assessment Modules 08/08/94**  
Newsbytes, pN/A  
August 8, 1994  
Language: English      Record Type: Fulltext  
Document Type: Newswire; General Trade  
Word Count: 399

Individual has carved-out a niche in CBT as many companies **prefer** the **cost** -saving, in-house method of training as opposed to off- **site** classes and **seminars**. The company claims that only 10% to 20% of an applications features are used by...

17/3,K/72      (Item 21 from file: 16)  
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03426683      Supplier Number: 44770698 (USE FORMAT 7 FOR FULLTEXT)  
**Advance notice not required for meetings held on the fly**  
Crain's Chicago Business, pT8  
June 20, 1994  
Language: English      Record Type: Fulltext  
Document Type: Magazine/Journal; Tabloid; Trade  
Word Count: 711

...      a higher class, or taking a red-eye flight.  
If saving on airfare is more **important** than the **location** of the **meeting**, she says, a travel agent can choose a low- **cost** destination.  
'If (groups are) flexible, if they don't have a specific destination in mind...

17/3,K/73      (Item 22 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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03005575      Supplier Number: 44079623 (USE FORMAT 7 FOR FULLTEXT)  
**Megas At A Crossroads**  
Business Travel News, p1  
Sept 6, 1993

Language: English Record Type: Fulltext  
Document Type: Tabloid; Trade  
Word Count: 3828

... site selection by looking at attendees' points of origin, the land arrangements and the meal **costs** , and then producing a list of options for **meeting sites ranked by cost** .

In the fourth quarter, look for benchmarking reports to be made available to customers who...

17/3,K/74 (Item 23 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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02970312 Supplier Number: 44024384 (USE FORMAT 7 FOR FULLTEXT)  
**Hospital's health-agency haven is good for business**  
Modern Healthcare, p108  
August 9, 1993  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Professional  
Word Count: 1271

... in downtown Omaha.

The chapter also had stopped running educational programs because of the high **cost** of renting conference room space, Ms. Wright said. Use of the plaza's **conference facilities** are included in the rental fees.

Most **importantly** , the plaza offers one-stop shopping for the chapter's clients, who can visit other...

17/3,K/75 (Item 24 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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02910472 Supplier Number: 43929204  
**KEY TO METRO PROFILES**  
Sales & Marketing Management, p12  
June 28, 1993  
Language: English Record Type: Abstract  
Document Type: Magazine/Journal; Trade

ABSTRACT:

...metro markets, including statistics for 9 major categories. Article lists selected 3-star hotels/motels, **meeting sites / conference centers**, restaurants, airport-to-city transportation information, daily auto rental **costs** , meal and lodging **costs** , total per diem costs, tax **rates** for meals and lodging and vital statistics, including population, total Effective Buying Income, Buying Power...

17/3,K/76 (Item 25 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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02900214 Supplier Number: 43914212 (USE FORMAT 7 FOR FULLTEXT)  
**Crain's offers past articles, lists by fax**  
Crain's New York Business, p9  
June 21, 1993  
Language: English Record Type: Fulltext

| Set         | Items                              | Description  |
|-------------|------------------------------------|--|
| S1          | 12                                 | AU=(BINGHAM G? OR BINGHAM, G?)   |
| S2          | 14295836                           | EVENT? ? OR MEETING? OR CONFERENC? OR SEMINAR? OR LECTURE?   |
| S3          | 225838                             | S2(2N) (LOCATION? OR SITE? ? OR VENUE? ? OR FACILIT???)  |
| S4          | 21301409                           | IMPORTAN? OR PRIOR? OR PREFER? OR RANK? OR RATE? ? OR RATI-<br>NG?   |
| S5          | 14609941                           | COST??? OR CHEAP? OR EXPENSIVE?  |
| S6          | 2555                               | S3(5N)S4   |
| S7          | 98                                 | S6(15N)S5  |
| S8          | 104563                             | S3(20N) (ONLINE OR ON()LINE OR INTERNET OR INTRANET OR WEB?<br>OR HOMEPAGE OR SITE? ? OR NETWORK? OR PORTAL? OR WWW OR CYBER?<br>OR WAN OR LAN OR SERVER? ?) |
| S9          | 4143                               | S3(15N)S5  |
| S10         | 231                                | S9(15N)S4  |
| S11         | 766381                             | S5(4N) (DETERMIN? OR ESTIMAT? OR ANALY? OR COMPUTE OR COMPU-<br>TES OR COMPUTING OR CALCULAT?)   |
| S12         | 191                                | S3(20N)S11   |
| S13         | 425                                | S7 OR S10 OR S12   |
| S14         | 258                                | S13 NOT PY>1999  |
| S15         | 228                                | S14 NOT PD=19990202:20010202   |
| S16         | 228                                | S15 NOT PD=20010203:20030202   |
| S17         | 183                                | RD (unique items)  |
| ? show file |                                    |  |
| File        | 9:Business & Industry(R)           | Jul/1994-2004/Sep 21   |
|             | (c) 2004                           | The Gale Group   |
| File        | 15:ABI/Inform(R)                   | 1971-2004/Sep 22   |
|             | (c) 2004                           | ProQuest Info&Learning   |
| File        | 16:Gale Group PROMT(R)             | 1990-2004/Sep 22   |
|             | (c) 2004                           | The Gale Group   |
| File        | 148:Gale Group Trade & Industry DB | 1976-2004/Sep 22   |
|             | (c)2004                            | The Gale Group   |
| File        | 160:Gale Group PROMT(R)            | 1972-1989  |
|             | (c) 1999                           | The Gale Group   |
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| File        | 621:Gale Group New Prod.Annou.(R)  | 1985-2004/Sep 22   |
|             | (c) 2004                           | The Gale Group   |
| File        | 636:Gale Group Newsletter DB(TM)   | 1987-2004/Sep 22   |
|             | (c) 2004                           | The Gale Group   |
| File        | 20:Dialog Global Reporter          | 1997-2004/Sep 22   |
|             | (c) 2004                           | The Dialog Corp.   |
| File        | 476:Financial Times Fulltext       | 1982-2004/Sep 22   |
|             | (c) 2004                           | Financial Times Ltd  |
| File        | 610:Business Wire                  | 1999-2004/Sep 22   |
|             | (c) 2004                           | Business Wire.   |
| File        | 613:PR Newswire                    | 1999-2004/Sep 22   |
|             | (c) 2004                           | PR Newswire Association Inc  |
| File        | 624:McGraw-Hill Publications       | 1985-2004/Sep 20   |
|             | (c) 2004                           | McGraw-Hill Co. Inc  |
| File        | 634:San Jose Mercury               | Jun 1985-2004/Sep 21   |
|             | (c) 2004                           | San Jose Mercury News  |
| File        | 810:Business Wire                  | 1986-1999/Feb 28   |
|             | (c) 1999                           | Business Wire  |
| File        | 813:PR Newswire                    | 1987-1999/Apr 30   |
|             | (c) 1999                           | PR Newswire Association Inc  |

|   | Type | L # | Hits  | Search Text  | DBs   | Time Stamp          |
|---|------|-----|-------|--|---|---------------------|
| 1 | BRS  | L1  | 6435  | (motel or lodge or lodging or hotel or meeting or conference or meet) near5 (fare or faring or fee or price or cost or pricing or costing)                 | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2002/12/16<br>13:07 |
| 2 | BRS  | L2  | 18155 | (fare or faring or fee or price or cost or pricing or costing) near5 (cab or transportation or flight or boat or transporting or train or travel or plane) | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2002/12/16<br>13:07 |
| 3 | BRS  | L3  | 86236 | (fare or faring or fee or price or cost or pricing or costing) near5 (room or banquet or hall or facility or building or structure)                        | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2002/12/16<br>13:08 |
| 4 | BRS  | L4  | 1144  | (1 or 2 or 3) near5 (totalized or sum or summation or complete or total)   | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2002/12/16<br>13:09 |
| 5 | BRS  | L5  | 1530  | (1 or 2 or 3) near5 (ranked or ranking or ordering or sorted or rank or ordered or sort or sorting or order)   | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2002/12/16<br>13:09 |
| 6 | BRS  | L6  | 63    | 4 and 5<br><br><i>Scanned Ti, Ab, Kvic all</i>   | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2002/12/16<br>13:10 |
| 7 | BRS  | L7  | 44    | (@pd<=19710101 not @pd<=19470101) and ((705/9 OR 705/400 OR 705/7 OR 705/1 OR 705/8).ccls.)<br><i>Scanned Ti all</i>                                       | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2002/12/16<br>13:22 |



|   | Document ID       | Issue Date | Inventor                     | Current OR | Current Xref                             | Pages |
|---|-------------------|------------|------------------------------|------------|--|-------|
| 1 | JP 11227369 A     | 19990824   | KUDO, TAKEHIRO et al.        |            |  | 9     |
| 2 | US 6324517 B1     | 20011127   | Bingham, Glenn et al.        | 705/8      | 705/1;<br>705/400                        | 24    |
| 3 | US 6295521 B1     | 20010925   | DeMarcken, Carl G. et al.    | 705/6      | 705/400;<br>705/5                        | 66    |
| 4 | US 6151582 A      | 20001121   | Huang, Ying et al.           | 705/8      | 705/10;<br>705/7                         | 132   |
| 5 | US 5832453 A      | 19981103   | O'Brien, Danamichele Brennen | 705/6      |  | 15    |
| 6 | US 5799286 A      | 19980825   | Morgan, James Joseph et al.  | 705/30     | 705/7;<br>705/8                          | 25    |
| 7 | US 5053956 A      | 19911001   | Donald, Gordon H. et al.     | 713/601    | 348/599;<br>705/17;<br>705/27;<br>705/41 | 11    |
| 8 | US 20020120548 A1 | 20020829   | Etkin, James M.              | 705/37     |  | 31    |
| 9 | US 20020065689 A1 | 20020530   | Bingham, Glenn et al.        | 705/5      |  | 25    |

L6 results

|   | Type | L # | Hits  | Search Text  | DBs   | Time Stamp          |
|---|------|-----|-------|--|---|---------------------|
| 1 | BRS  | L1  | 7436  | (motel or lodge or lodging or hotel or meeting or conference or meet) near5 (fare or faring or fee or price or cost or pricing or costing or feeing)                 | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2003/08/19<br>14:46 |
| 2 | BRS  | L2  | 20041 | (fare or faring or fee or price or cost or pricing or costing or feeing) near5 (cab or transportation or flight or boat or transporting or train or travel or plane) | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2003/08/19<br>14:46 |
| 3 | BRS  | L3  | 95727 | (fare or faring or fee or price or cost or pricing or costing or feeing) near5 (room or banquet or hall or facility or building or structure)                        | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2003/08/19<br>14:47 |
| 4 | BRS  | L4  | 1275  | (1 or 2 or 3) near5 (totalized or sum or summation or complete or total)   | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2003/08/19<br>14:47 |
| 5 | BRS  | L5  | 1718  | (1 or 2 or 3) near5 (ranked or ranking or ordering or sorted or rank or ordered or sort or sorting or order)   | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2003/08/19<br>14:48 |
| 6 | BRS  | L6  | 76    | 4 and 5<br><i>Scanned Ti, Abkwc all</i>  | USPAT;<br>US-PGPUB;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB;<br>USOCR | 2003/08/19<br>14:48 |

|   | Document ID       | Issue Date | Inventor                     | Current OR | Current XRef                             | Pages |
|---|-------------------|------------|------------------------------|------------|--|-------|
| 1 | JP 11227369 A     | 19990824   | KUDO, TAKEHIRO et al.        |            |  | 9     |
| 2 | US 6324517 B1     | 20011127   | Bingham, Glenn et al.        | 705/8      | 705/1;<br>705/400                        | 24    |
| 3 | US 6295521 B1     | 20010925   | DeMarcken, Carl G. et al.    | 705/6      | 705/400;<br>705/5                        | 66    |
| 4 | US 6151582 A      | 20001121   | Huang, Ying et al.           | 705/8      | 705/10;<br>705/7                         | 132   |
| 5 | US 5832453 A      | 19981103   | O'Brien, Danamichele Brennen | 705/6      |  | 15    |
| 6 | US 5799286 A      | 19980825   | Morgan, James Joseph et al.  | 705/30     | 705/7;<br>705/8                          | 25    |
| 7 | US 5053956 A      | 19911001   | Donald, Gordon H. et al.     | 713/601    | 348/599;<br>705/17;<br>705/27;<br>705/41 | 11    |
| 8 | US 20020120548 A1 | 20020829   | Etkin, James M.              | 705/37     |  | 31    |
| 9 | US 20020065689 A1 | 20020530   | Bingham, Glenn et al.        | 705/5      |  | 25    |

76 results